ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes

Via video-conferencing

119 Lower Beech St – Wilmington and 900 Public Safety Blvd – Dover

Wednesday, September 9, 2015

1:00 – 3:00 pm

The Elderly and Disabled Transit Advisory Committee (EDTAC) met Wednesday, September 9, 2015 at 1:00 pm via video conferencing from DART First State Offices in Wilmington and Dover.

In attendance:

**EDTAC Members DTC Representatives**

Carol Barnett, DSAAPD Angela Brozena, Reservations Supervisor

Bruce Fisher, Consumer Bonnie Hitch, ADA Compliance Officer

Brian Eng, Legal Aid, Co-Chair Bill Thatcher, Facilities & Capital Project Manager

Kathleen McCool, Consumer

Melissa Martin, Autism Delaware

Addie Pack, Chair

Ken Moore, CHEER

Cynthia Campbell, Advocate

**Members Absent**

Darlene Cole, DVI

Mary Greer

Blake Roberts

Diana Schilling, Easter Seals

**Call to Order**

**Round Table Introductions**

**Minutes** from September 9, 2015 were approved.

**Comments from John Sisson, DTC CEO**

* Making great strides in improvements
  + On Time Performance has improved
  + Abandoned Call Rates have improved
* Expanding fixed route services/working to improve connections
  + Amazon in Middletown
  + Having conversations with Perdue in Milford and Mountaire in Millsboro
* Conducting an origin-destination study in Kent County
* Expanding rail services (later hours)
* Bus Stop Improvements ($1 Million)
* Customer Service Training through Project ACTION Easter Seals
* Question: How long will it take for recertification to get caught up?
  + Answer: 12-18 months
* Question: Are people transitioning to fixed route – taking advantage of travel training?
  + Answer: focus right now is on recertification, we’re not really doing travel training; FLEX routes are helping; we’re looking at adding FLEX routes; working on sidewalks/curb-cuts to help connect communities
* Question: Will DTC be at the LIVE Conference in Sussex County?
  + Answer: Yes - We have increased our outreach efforts tremendously
* Question: When will Kent/Sussex County get 7-day service?
  + Answer: There are budgetary considerations. In order to run the services more efficiently, we will need to have the Lewes facility up and running.
* Question: What about Uber?
  + Answer: Uber is operating legally in parts of Delaware. It’s an alternative for people.
* DelaRide – We are still on track to implement DelaRide early next year
* Still working on ensuring accurate stop and route announcements

**Rider’s Guide Review and Suggestions**

* Include a glossary of terms and acronyms
* Include more information on fixed route/accessible features
* Include script that Reservations use
* DTC will make revisions and will distribute via email and hard copy for final comments

**DART Community Conversations**

* As a way to reach out to get input **before** the public hearing process, DTC will begin to have “Community Conversations” throughout the state. This will be the public’s opportunity to weigh in on DDTC’s ideas or bring forth new ideas.

Next meeting is scheduled for November 11, 2015, which is Veteran’s Day. Does the group want to meet or reschedule? By a vote of seven to one, the meeting will still be held on November 11, 2015.

NEXT MEETING:

REGULAR MEETING:

Wednesday, November 11, 2015

1:00 – 3:00 via video conferencing

DTC Dover Office – DTC Beech St Office in Wilmington